

C  VID-19

Business TOOLKIT



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Business Support and Resources

For up to date information about local business restrictions, requirements, and guidelines, refer to the latest **Safer at Home** order posted at www.longbeach.gov/COVID19

COVID-19 Public Health Information and Resources

- **Local Resources:** [City of Long Beach Department of Health and Human Services](#). Contact the COVID-19 Info Line at 562-570-INFO (4636) if you need to speak to a City representative.
- **State Resources:** [California Department of Public Health \(CDPH\)](#).
- **Federal Resources:** [Centers for Disease Control and Prevention \(CDC\)](#).
- **Global Resources:** [World Health Organization \(WHO\)](#).

City of Long Beach Business Hotline and Call Center

City staff are available to answer COVID-19 business-related questions through the Business Hotline and Call Center. For immediate assistance, contact the Business Hotline and Call Center at 562-570-4BIZ (4249). The Business Hotline and Call Center **hours** are **8:00AM – 5:00PM (Monday – Sunday)**. City staff will respond to voicemails made after business hours within 24 hours.

Small Business Development Center (SBDC) Free Virtual Business Consultation

The Small Business Development Center (SBDC) is the most comprehensive small business assistance network in the country and its territories. The SBDC is providing **free virtual business consultation** and is assisting small businesses with disaster preparedness and recovery. Business consultants are available to help answer questions regarding supply chain disruption and liability, technology plans for setting up remote work stations for employees, concerns about cash flow during disruption and concerns about credit and finance issues. For business consultation assistance, contact the local SBDC at 562-938-5100 or visit <https://longbeachsbdc.org/>.

Business Financial Assistance

There are several loan options for businesses affected by COVID-19. See the loan options below. For loan assistance, contact Seyed Jalali (Business Development Officer) at 562-570-6172 or email BusinessDevelopment@longbeach.gov during business hours. If



individuals have an active loan with the City, they may qualify for a deferred payment arrangement.

Disaster Assistance Loan - Up to \$2 million in financial assistance for small businesses. For assistance, contact the U.S. Small Business Administration (SBA) Disaster Customer Service Center at 800-659-2955 or email disastercustomerservice@sba.gov.

Grow Long Beach Loan - Affordable loans from \$100,000 to \$2 million. Loan proceeds may be used for a variety of legitimate business needs.

Jump Start Loan Program - Jump Start provides microloans, technical assistance and financial literacy training. Loan amounts range from \$500 to \$10,000. Loan proceeds may be used for a variety of legitimate business needs.

Kiva Long Beach Loan Program - Zero percent interest loans from \$500 to \$15,000. Loan proceeds may be used for a variety of legitimate business needs.

City of Long Beach Workplace Job Center

The WorkPlace (Job Center) is open and is assisting Long Beach families, workers and small businesses affected by COVID-19. The Job Center is managed by Pacific Gateway and provides the following services listed below in Long Beach, Signal Hill and the Los Angeles Harbor communities. For job assistance, visit www.pacific-gateway.org.

- Job search assistance with connections to employers who are hiring
- Career counseling and vocational training to help individuals make long-term plans and connect to growing sectors of the economy
- Information about special State, County and City programs for employees who face potential layoffs and downsizing

Resources for Employees

Disability Insurance (DI) - Disability Insurance (DI) provides short-term benefits to eligible employees who have a full or partial loss of wages due to a non-work-related illness, injury or pregnancy. For DI assistance, visit www.edd.ca.gov/Disability/Disability_Insurance.htm.

Paid Family Leave (PFL) - Paid Family Leave (PFL) provides benefits to individuals who need to take time off work to care for a seriously ill child, parent, parent-in-law, grandparent, grandchild, sibling, spouse or registered domestic partner. For PFL assistance, visit www.edd.ca.gov/Disability/Paid_Family_Leave.htm.



Paid Sick Leave (PSL) - An employee who, on or after July 1, 2015, works in California for 30 or more days within a year from the beginning of employment, is entitled to Paid Sick Leave (PSL). For PSL assistance, visit www.dir.ca.gov/dlse/paid_sick_leave.htm.

Unemployment Insurance (UI) - The Unemployment Insurance (UI) Program pays benefits to employees who have lost their job and meet the Program's eligibility requirements. Individuals who have become unemployed or partially unemployed may file a UI claim. For UI assistance, visit edd.ca.gov/unemployment.

Workers' Compensation (WC) - Workers' Compensation aids employees who suffer from work-related injuries or illnesses. For WC assistance, visit www.dir.ca.gov/dwc/FileAClaim.htm.

Work Long Beach - The City of Long Beach's Pacific Gateway launched this program to match out-of-work childcare professionals with families and essential personnel, including low-income families and those in public safety and healthcare. Qualified childcare workers may immediately begin the registration process by calling 562-570-3702 or visiting: www.pacific-gateway.org/longbeachworks. All pre-screened and qualified workers who can provide in-home childcare, including LBUSD's VIP volunteers, are encouraged to register.

Resources for Employers

CDC Interim Guidance for Businesses and Employers to Plan and Respond to

Coronavirus Disease 2019 (COVID-19) - This interim guidance is based on what is currently known about COVID-19 and may help prevent workplace exposures to COVID-19, in non-healthcare settings.

www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html?CDC_AA_r efVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html

COVID-19 Small Business Survival Guide - The California Small Business Development Center (California SBDC) Program created the COVID-19 Small Business Survival Guide to provide best practices to navigate the COVID-19 pandemic. Guide www.norcalsbdc.org/sites/default/files/COVID%2019_Resources_CA-SBDC.pdf.

Guide on Preparing Workplace for COVID-19 - The Occupational Safety and Health Administration (OSHA) prepared the Guide on Preparing Workplace for COVID-19. This resource includes recommendations and descriptions of mandatory safety and health standards. Guide www.osha.gov/Publications/OSHA3990.pdf.

Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19 - The Centers for Disease Control and Prevention (CDC) prepared interim guidance for businesses



All Hazards Incident Management Team

Joint Information Center

and employers to plan and respond to COVID-19. The guidance includes best practices for preventing workplace exposures of COVID-19 in non-healthcare settings. Guidance www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html.

Interim Guidelines for General Industry on 2019 Novel Coronavirus Disease COVID-19 -

The California Division of Occupational Safety and Health (Cal/OSHA) prepared interim guidelines for general industries to prevent the exposure of COVID-19. Guidelines www.dir.ca.gov/dosh/coronavirus/General-Industry.html.

Payroll Tax Assistance (PTA) - Employers may request up to a 60-day extension of time from the State's Employment Development Department (EDD). Employers can file state payroll reports and/or deposit state payroll taxes without penalty or interest if they are experiencing a hardship because of COVID-19. For (PTA) assistance, visit www.edd.ca.gov/about_edd/coronavirus-2019.htm.

For questions, call the EDD Taxpayer Assistance Center:

- Toll-free from the U.S. or Canada: 888-745-3886
- Hearing impaired (TTY): 800-547-9565
- Outside the U.S. or Canada: 916-464-3502

Workplace Health and Safety - Workplace safety and health regulations in the State require employers to protect workers exposed to diseases such as COVID-19. The California Division of Occupational Safety and Health (Cal/OSHA) has posted guidance to help employers comply with these safety requirements and to provide workers information on how to protect themselves. For workplace safety and health regulations assistance, visit www.dir.ca.gov/dosh/coronavirus/General-Industry.html.

Work Sharing Program (WPS) - Work Sharing Program (WSP) helps employees whose hours and wages have been reduced. In addition, the WSP helps employers minimize or eliminate the need for layoffs, keep trained employees and quickly prepare when business conditions improve and avoid the cost of recruiting, hiring, and training new employees. For WSP assistance, visit https://www.edd.ca.gov/unemployment/Work_Sharing_Program.htm.



FAQs

What guidelines should Essential Businesses follow?

- Adhere to communicable disease control recommendations provided by the Long Beach Department of Public Health and Human Services and the Center for Disease Control (CDC), including guidance for cleaning and disinfecting the site. See guidance posted at www.cdc.gov/coronavirus.

What happens if an employee is or has been sick?

- Anyone with or likely to have COVID-19 is required to self-isolate for at least seven (7) days after symptoms first appeared and a minimum of 72 hours have passed since symptoms have resolved, whichever is later.
- The Long Beach Department of Health and Human Services will continue to follow CDC and CDPH guidelines for testing criteria. This means that not everyone who exhibits symptoms of COVID-19 will receive a test. For this reason, it is not recommended that employers require a negative test in order for employees to return to work.

What happens if an employee is or has been in contact with someone who is sick?

- Anyone who has had close contact with someone who has or is likely to have COVID-19 is required to self-quarantine in a residence until 14 days from the last date that they were last in contact with the symptomatic person who had, or was likely to have, COVID-19.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow [CDC recommended precautions](#) to reduce the likelihood of acquiring the virus.

Have there been changes to ABC guidelines in California?

- For information about changes to ABC Guidelines in California, visit www.abc.ca.gov
- For any questions regarding your ABC license and how the regulatory relief applies to your business, please contact the Southern District ABC Office at LongBeach/Lakewood@abc.ca.gov or (562) 982-1337 OR contact ABC Headquarters headquarters@abc.ca.gov or (916) 419-2500.

What assistance is there with unemployment?

- The City of Long Beach WorkPlace job center (4811 Airport Plaza Dr., Ste. 120) will remain open to assist Long Beach families, workers and small businesses affected by the COVID-19 outbreak.



All Hazards Incident Management Team

Joint Information Center

- Managed by the [Pacific Gateway Workforce Innovation Network](http://www.pacific-gateway.org), The WorkPlace job center provides services to workers seeking information about job openings, vocational training, unemployment insurance benefits and additional workforce opportunities in Long Beach, Signal Hill and the Los Angeles Harbor communities. Additional information on The WorkPlace is available at www.pacific-gateway.org.
- Information about small business loans, business consulting and other programs can be found [here](#).
- Businesses seeking applications to state, federal and city loan programs, WorkShare employment program and other support services can call the City's Economic Development Department's business hotline at 562-570-4BIZ (4249) or visit the website [here](#).

COVID-19

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YES



Provide customers with hand sanitizer and a handwash station along with gloves or produce bags for use while selecting produce.



Space booths apart and displayed items to increase social distance.



Clean & disinfect frequently touched surfaces.



Provide waste containers for discarding used gloves.



(ESSENTIAL) BUSINESS OWNER GUIDELINES

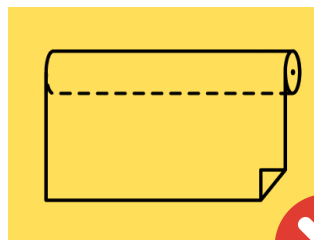
NO



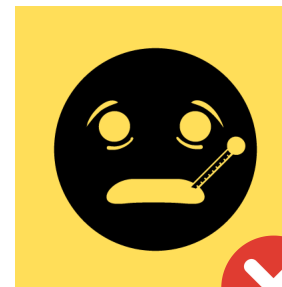
DO NOT allow overcrowding, limit number of customers shopping at the same time.



DO NOT offer any kind of food samples.



DO NOT leave out public self-serve items (such as plastic bags, etc).



DO NOT come to work if you are sick or are experiencing any symptoms. Stay home.



LONG BEACH
HEALTH & HUMAN SERVICES

COVID-19

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YES



Upon arrival to work and throughout the day use hand sanitizer or wash hands with soap & water for at least 20 seconds.



Space out workspaces and desks a minimum of 6ft apart to increase social distance.



Ask employer about working from home and call-in meetings.



Cover mouth when coughing or sneezing. Wash hands immediately after.



Clean & disinfect frequently touched surfaces.

(ESSENTIAL) BUSINESS OFFICE GUIDELINES

NO



DO NOT hang out in large groups or host/attend large meetings.



DO NOT offer or share any kind of food samples.



DO NOT use other employee's desks, offices, phones, work tools or equipment.



DO NOT come to work if you are sick or are experiencing any symptoms. Stay home.



LONG BEACH
HEALTH & HUMAN SERVICES

COVID-19

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Ask employer about working from home and call-in meetings.



Cover mouth when coughing or sneezing. Wash hands immediately after.



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(ESSENTIAL) EMPLOYEE OFFICE GUIDELINES

NO



DO NOT hang out in large groups or host/attend large meetings.



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DO NOT use other employee's desks, offices, phones, work tools or equipment.



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YES



Upon arrival to work and throughout the day use hand sanitizer or wash hands with soap & water for at least 20 seconds.



Wear (PPE) Personal Protective Equipment, if applicable.



Maintain social distancing. The minimum is 6ft apart.



Cover mouth when coughing or sneezing. Wash hands immediately after.



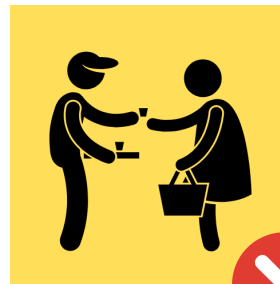
Clean & disinfect frequently touched surfaces.

(ESSENTIAL) BUSINESS EMPLOYEE GUIDELINES

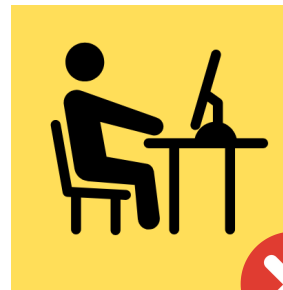
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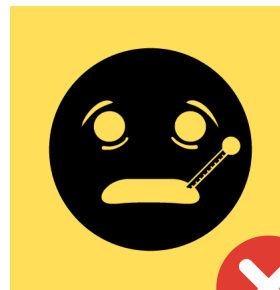
DO NOT hang out in large groups, avoid all physical social contact



DO NOT offer or share any kind of food samples.



DO NOT use other employee's desks, offices, phones, work tools or equipment.



DO NOT come to work if you are sick or are experiencing any symptoms. Notify supervisor and stay home.

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Upon arrival to work and throughout the day use hand sanitizer or wash hands with soap & water for at least 20 seconds.



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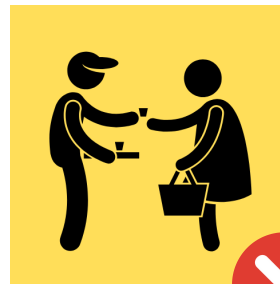
Clean & disinfect frequently touched surfaces.

(ESSENTIAL) EMPLOYEE GUIDELINES

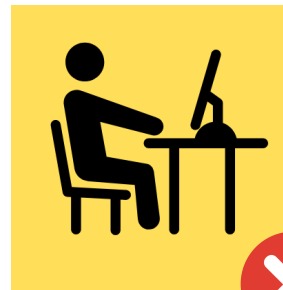
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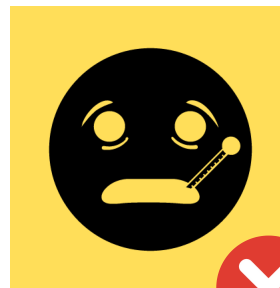
DO NOT hang out in large groups, avoid all physical social contact



DO NOT offer or share any kind of food samples.



DO NOT use other employee's desks, offices, phones, work tools or equipment.



DO NOT come to work if you are sick or are experiencing any symptoms. Notify supervisor and stay home.



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**STAY HOME IF
YOU ARE SICK**

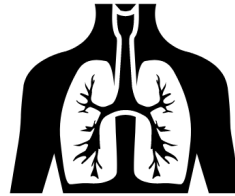
SYMPTOMS



Fever
100.4° F (40° C)



Cough



**Shortness
of Breath**



Fatigue

*These symptoms may appear 2-14 days after exposure.

STOP THE SPREAD



**Wash your hands
with soap and
water often for at
least 20 seconds.**



**Avoid touching
eyes, nose,
and mouth.**



**Avoid close
physical contact.**



**Cover your
cough.**



**Clean & disinfect
frequently touched
surfaces.**



**Stay home if
you are sick.**

C^{COVID-19}

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SYMPTOMS



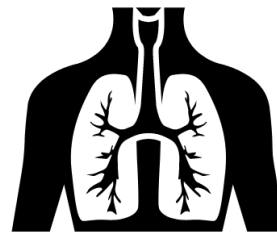
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Cough



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**Shortness
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soap and water often
for at least 20 seconds.



Cover your
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Avoid close
physical contact.



Avoid touching
eyes, nose,
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Clean & disinfect
frequently touched
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Health Guidance



**One (1) shower and
one (1) handwashing station
needed per 15 people.**



**One (1) toilet
needed per
20 people.**

HOW DO I PROTECT MYSELF AND OTHERS?

¿COMO ME PROTEJO A MÍ MISMO Y A LOS DEMÁS?

PAANO KO PROTEKTAHAN ANG AKING SARILI ANG IBA?

តើខ្ញុំ ការពារ ខ្លួនខ្ញុំ និងអ្នកដទៃ យ៉ាងដូចម្តេច COVID-19



Wash your hands with soap for 20 seconds.

Lávase las manos con jabón.

Hugasan ang iyong mga kamay ng sabon.

លាងដៃរបស់អ្នក ជាមួយសាប៊ូ



Avoid close contact with people who are sick.

Evite el contacto cercano con personas que estén enfermas.

Iwasan ang paikipagsalamuha sa mga taong may sakit.

ជៀសវាងទំនាក់ទំនង ជិតស្និទ្ធជាមួយមនុស្សរង



Avoid touching your face.

Evite tocarse la cara.

Iwasan hawakan ang iyong mukha.

ជៀសវាងការ ប៉ះមុខរបស់អ្នក



Stay home if you are sick.

Quédese en casa si está enfermo.

Manatili sa bahay kung ikaw ay may sakit.

នៅផ្ទះ បើអ្នករង



Cover your cough or sneeze.

Cúbrase al toser o al estornudar.

Takpan ang iyong pag-ubo o pagbahing.

គ្របខ្នងការក្អក ឬកណ្តាស់របស់អ្នក



Clean frequently touched surfaces.

Limpie las superficies frecuentemente.

Linisan ang madalas na hinahawakan na mga ibabaw.

លាងសំអាតកន្លែង ដែល ប៉ះពាល់ជាញឹកញាប់

For more information, visit:

Para más información, visite:

Para sa higit pang impormasyon, bisitahin ang:

សម្រាប់ព័ត៌មានបន្ថែម សូមបើកទំព័រនេះ

(562) 570-INFO(4636)
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